



PATENT
99EC036/77527

09-12-06

1st 20458

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: JAMES, et al.)
)
Serial No.: 09/675,597)
)
Filed: 29 September 2000)
)
For: SYSTEM AND METHOD OF USING A PHONE)
To ACCESS INFORMATION IN A CALL)
CENTER)
)
Art Unit: 2645)
)
Examiner: F. Tsang)
)

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Mail Stop AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir or Madam:

In accordance with 37 C.F.R. §§ 1.56, 1.97 and 1.98, applicant submits a list of documents, general remarks, and an attached Form PTO/SB/08A.

<u>U.S. Patent Number</u>	<u>Date of Issue</u>	<u>Inventor</u>
5,555,179	10 September 1996	Koyama et al.
5,765,033	09 June 1998	Miloslavsky
5,926,539	20 July 1999	Shtivelman
5,946,387	31 August 1999	Miloslavsky
5,953,332	14 September 1999	Miloslavsky
5,953,405	14 September 1999	Miloslavsky
6,002,760	14 December 1999	Gisby
6,021,428	01 February 2000	Miloslavsky
6,044,145	28 March 2000	Kelly et al.
6,044,368	28 March 2000	Powers

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180.00 OP

6,067,357	23 May 2000	Kishinsky et al.
6,108,711	22 August 2000	Beck et al.
6,138,139	24 October 2000	Beck et al.
6,167,395	26 December 2000	Beck et al.
6,170,011	02 January 2001	Beck et al.
6,175,563	16 January 2001	Miloslavsky
6,175,564	16 January 2001	Miloslavsky et al.
6,185,292	06 February 2001	Miloslavsky
6,345,305	05 February 2002	Beck et al.
6,373,836	16 April 2002	Deryugin et al.
6,389,007	14 May 2002	Shenkman et al.
6,393,015	21 May 2002	Shtivelman
6,732,156	04 May 2004	Miloslavsky

It is respectfully requested that the above patents be given consideration by the Examiner and made of record in the captioned patent application.

A check for \$180 is enclosed as the processing fee required in accordance with 37 C.F.R. §1.97(c). This submission hereby authorizes the charge of any deficiency in fees in connection with the captioned patent application to Deposit Account No. 23-0920.

Respectfully submitted,
WELSH & KATZ, LTD.

By: 
L. Friedman
Registration No. 37,135

11 September 2006
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Applicants: JAMES et al.
Title: SYSTEM AND METHOD OF USING A PHONE TO ACCESS
INFORMATION IN A CALL CENTER
Serial No.: 09/675,597
Filing Date: 29 September 2000
Docket No. 99EC036/77527

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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Complete if Known

Application Number	09/675,597
Filing Date	29 September 2000
First Named Inventor	James et al.
Art Unit	2645
Examiner Name	F. Tsang
Attorney Docket Number	99EC036/77527

Sheet 1 of 2

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
	A	us- 5,555,179	09/10/1996	Koyama et al.	
	B	us- 5,765,033	06/09/1998	Miloslavsky	
	C	us- 5,926,539	07/20/1999	Shtivelman	
	D	us- 5,946,387	08/31/1999	Miloslavsky	
	E	us- 5,953,332	09/14/1999	Miloslavsky	
	F	us- 5,953,405	09/14/1999	Miloslavsky	
	G	us- 6,002,760	12/14/1999	Gisby	
	H	us- 6,021,428	02/01/2000	Miloslavsky	
	I	us- 6,044,145	03/28/2000	Kelly et al.	
	J	us- 6,044,368	03/28/2000	Powers	
	K	us- 6,067,357	05/23/2000	Kishinsky et al.	
	L	us- 6,108,711	08/22/2000	Beck et al.	
	M	us- 6,138,139	10/24/2000	Beck et al.	
	N	us- 6,167,395	12/26/2000	Beck et al.	
	O	us- 6,170,011	01/02/2001	Beck et al.	
	P	us- 6,175,563	01/16/2001	Miloslavsky	
	Q	us- 6,175,564	01/16/2001	Miloslavsky et al.	
	R	us- 6,185,292	02/06/2001	Miloslavsky	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁵
		Country Code ³ "Number" ⁴ "Kind Code" ⁵ (if known)				

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